

Digital-Experience-Monitoring-As-A-Service

Highlights

- **Automatically** – discover every application used in your enterprise, whether running locally, or in the cloud to combat “Shadow IT”.
- **Track** – the impact of application performance on workforce productivity, with no configuration required.
- **Immediate** – views into application and device health, for every user, whether on mobile, virtual or physical devices.
- **Single Portal View** – of performance across the cloud, web-based apps and end user experience.
- **Automatically** – establish performance baselines for acceptable performance that can vary geography, department, or device configuration.
- **Proactive** – IT service management uses case across all levels of IT and the line of business.
- **Align Costs** – with utilization of services (subscription pricing).
- **Rapidly Deploy** – new apps and services.
- **Scale** – services up & down.
- **CAPEX/OPEX** – remove or reduce need for capital purchases and upfront investment, by using OPEX cost models.

Where is Digital Transformation taking you?

As part of digital transformation are you optimizing digital performance as an essential component of business performance?

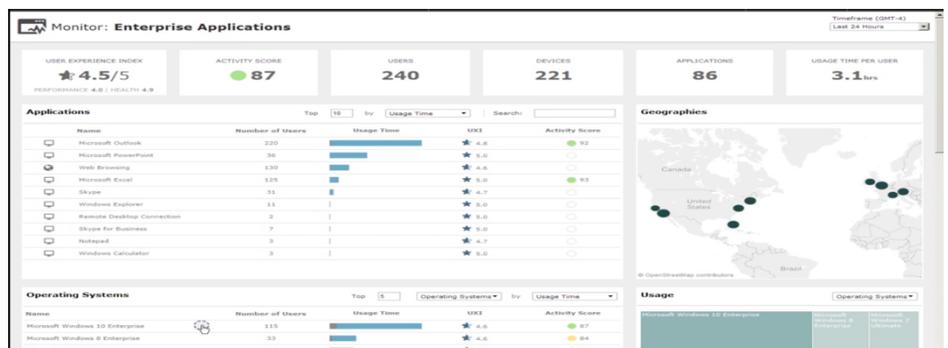
Over the past decade, game changing technology enablers have been fueling your growth and transformation: cloud, mobile, containerization, modern application architectures, bring your own device (BYOD). It's all great stuff until you have to put it all together and, more importantly, ensure that all those great technologies help you deliver a better service to your customers and users. And there lies the issue.

- How do you obtain a high degree of user and customer intimacy given the complexity of your environment?
- How do you ensure you know everything about every one of your customers and users, their actual experience with their every business activity, every one of their transactions with every application?
- If your current application performance management (APM) investment falls short on any of these fronts, why?

The majority of APM tools were developed with a much narrower scope in mind. They provide AppDev focused capabilities that work best in limited pre-production environments. Supporting true enterprise scale, measuring the end user experience directly, and capturing highly rich data, were not points of focus. These tools have not evolved sufficiently to meet the challenging requirements of the new digital enterprise. Here are four simple questions to ask regarding the capabilities of your current APM tool:

Introducing Digital-Experience-Monitoring-as-a-Service (DEX-VaaS)

A managed VaaS solution that enables customers to gain continuous visibility across their global application and network infrastructure, while providing actionable data to improve performance and help ensure service levels are met. G-Net VaaS solution is designed to provide a platform to enable our customers on-demand access to a portfolio of managed private cloud services that tackle a customer's most important requirements for application and network performance management.



G-Net Digital Experience Monitoring as a Service

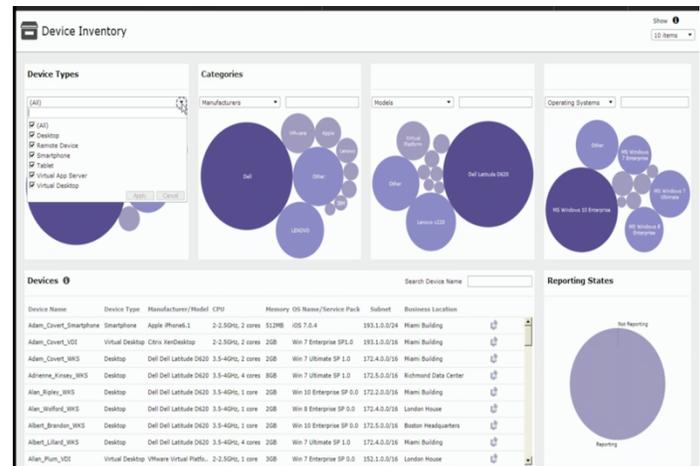
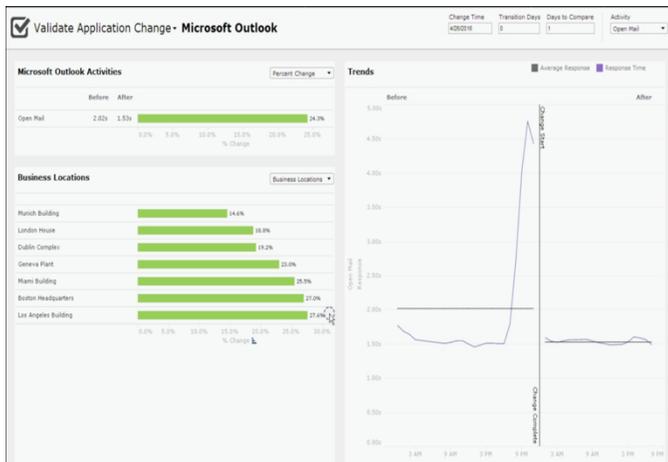
Digital Experience Monitoring as a Service is designed to address 8 key IT Business Challenges:

1. Do you have a **Reactive** response to problems, and only when users report them?
2. Are you spending **Too much time** simply validating user complaints of problems?
3. Does **Finger Pointing** between teams produce delays in problem resolution?
4. **Challenges** in actually solving the problem
5. **Poor reception** of service by internal and external customers.
6. **Limited ability** to establish SLAs that are meaningful to business
7. **Guesswork** on the need for change and its effect on the business
8. **Poor Insight** to its impact on customer service and workforce productivity.

Is your IT environment set up to handle this?

Here's how we can help: We'll provide you, with what is in essence a custom designed visibility solution, but it'll be configured and deployed as a turnkey private cloud solution that meets your IT needs and budget.

Your IT personnel and network operations team can then connect to the visibility portal and data from anywhere, anytime and perform real-time monitoring, and real-time data analysis related to application and network behavior.



What's the Business Value? There are 4 key value areas:

- Built-in analysis of impact on IT.
- Proactive problem ID and resolution.
- Automated end user experience analytics.
- Auto discovery of key end user experience metrics

1. Benefits: Built-in Analysis of the Impact of IT on User Productivity

G-Net End User Experience Monitoring provides immediate insight into how application performance affects productivity:

- Instantaneously assess how long users wait for business-critical applications, by analyzing application usage, time spent running in the foreground, active time, wait time, and crashes
- Identify trends and impacts of lost productivity by evaluating frequent waiting periods
- Improve ROI by identifying unused or over-licensed software, and aligning license expenditures to actual usage

2. Proactive Problem Identification and Resolution

G-Net automatically generates a baseline for every application, device and user performance metric collected. Baselines can automatically be split, by location, subnet or target server, etc., so that a granular baseline exists for different groups of users. Users can also set manual thresholds for acceptable performance.

As soon as performance deviates from a baseline or threshold, G-Net detects the problem, generates alerts and opens trouble tickets. G-Net speeds resolution by automatically analyzing the business impact and affected groups and identifying the probable cause.

3. Automated End User Experience Analytics Speed Time to Value

G-Net provides additional analytics that enable you to rapidly assess the impact of IT on user experience.

- Analyze application performance through a color-coded Apdex score and a User Experience Index that accounts for application wait time, crashes, hangs, and errors
- Assess compliance to service level objectives across the enterprise
- Automatically detect incidents and generate alerts to 3rd party service desk and ITOA systems

4. Automatic Discovery of Key End User Experience Monitoring Metrics

There's no manual configuration required for G-Net to discover the three streams of data that impact real end user experience.

- Users and their locations: Automatic discovery of user attributes such as identity, role, department, office and geographic location, subnet, and VPN.
- Devices and their Operating Systems: Automatic discovery of key attributes of every physical, virtual, or mobile device, including make & model, number of cores, disks and shared drives, OS type, version & service pack, boot services, running processes, and the top processes consuming CPU, memory, and I/O resources.
- Applications, processes, and health indicators: Automatic discovery of all local, cloud, web, or instrumented enterprise mobile app running on any physical, virtual, or mobile device.

Talk to Us

Visibility as a Service lets you automatically monitor actual end user experience of any app on any device with the aim of improving workforce productivity and increasing customer value after digital transformation changes are made.

To find out more, simply contact us through info@gnet-inc.com or call us at our nearest **office location** and we'll arrange a meeting to fully analyze your needs.